DIAGNOSIS REVOLUTION

WIN-STAR

PC-BASED TESTER REPLACING
TRADITIONAL HAND-HELD TESTER

DIAGNOSIS REVOLUTION

WIN-STAR

I.C.M. Inc.

Add:5F-5,No.91,Dashuen 1st Rd.,Tzuoying Dist,Kaohsiung,Taiwan 813,R.O.C.
E-mail:icm@icm.com.tw http：//www.icm.com.tw(For EUROPE & AFRICA use:sales@icm.com.tw)
TEL:886-7-5577691-2 FAX:886-7-5575965

Printed in Taiwan

V200602

USER MANUAL

(For diagnosis with PC)

I.C.M. Inc.

http：//www.icm.com.tw

WIN-STAR DIAGNOSIS REVOLUTION

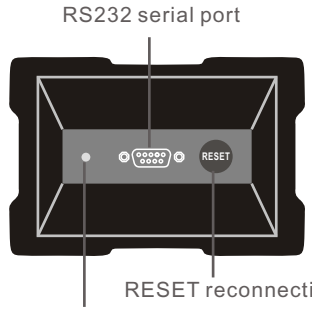
WIN-STAR (For diagnose)

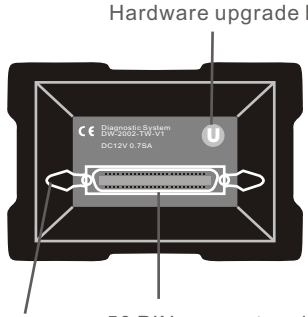
System Requirements G1-1
WIN-STAR Interface G1-1
Accessory list G1-2
Installation & Operation manual of Feedback file G1-3
Software installation G1-8
Software activation with activation code G1-10
Software and Hardware /Firmware upgrade G1-13
Software upgrade with charge G1-15
Hardware /Firmware upgrade G1-16
Upgrade Procedure of WIN-STAR Firmware G1-18
Instruction for ADRC G1-23
Troubleshooting G1-28

System Requirements

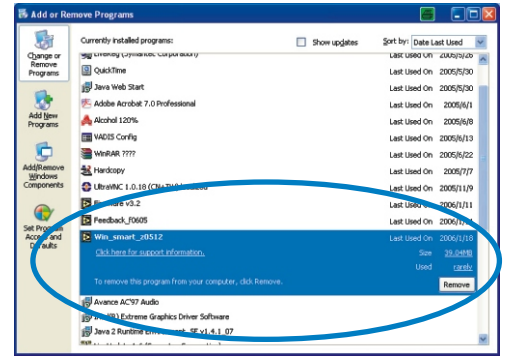
Operation system	Windows XP or 2000 is required
CPU	CPU Pentium III 1GHz or higher
Memory	256MB RAM or higher
Hardware requirement	Free space more than 1GB
Display	Resolution 1024*768
	If there is no RS232 serial port but USB com port in your computer, please buy a USB converter to transfer RS232 to USB

WIN-STAR Multiplexer

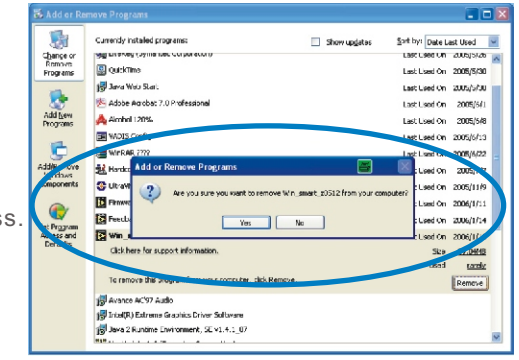




3. In “add or remove program”
Find the indicated car model
and click “Remove”.



4. **The program is removed successfully.**
A dialogue window will pop out
and ask for your confirmation.
Click “Yes” and close
all the windows after the process.

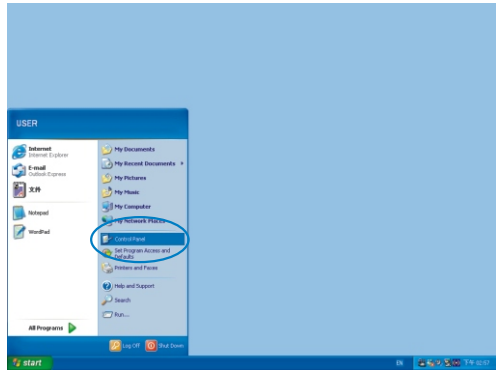


II.Program Removal

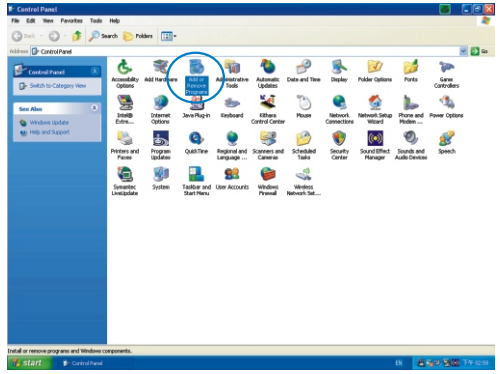
Using Timing:
You may not install the program successfully due to limited free space or downloading program not complete. You will be required to remove the program and reinstall it.

Correct removal process

1. Click “Start” at down left bottom.
→ open “Control Panel”



2. In “Control Panel”
Find “add or remove program” and click to open.



Accessory List

E-21 Basic accessories

Program CD

Multiplexer

Carrying box

Main Connector Cable for Diagnostic Connector

RS232 Computer Connector Cable

16 PIN OBD II Diagnostic Connector

☐ 38 PIN Diagnostic Connector
(Free with BENZ software)

☐ Sprinter 14 PIN Diagnostic Connector

(Optional purchase)

☐ 4 PIN Diagnostic Connector
(Free with BENZ HHT old car model software)

☐ 20 PIN Diagnostic Connector
(Free with BMW-S1 software)

☐ 4 PIN Diagnostic Connector and Extension Signal Cable
(Free with VOLVO old car model software)

☐ 2*2 PIN Diagnostic Connector
(Free with VW/AUDI software)

☐ 23PIN, 17PIN Diagnostic Connector
(Free with TOYOTA software)

☐ 12 PIN Diagnostic Connector
(Free with MITSUBISHI software)

☐ Power Supply Cable
(Free with TOYOTA or MITSUBISHI software for old models)

☐ USB converter
(Optional purchase)

www.icm.com.tw

Installation & Operation manual of Feedback file

Purpose: This is one of our top special designs to control your diagnosis condition even if we are far from you.

I. Installation Procedure

Option 1 (CD disc following WIN-STAR diagnosis program) :

1.When CD runs automatically, please follow its steps to finish two files installation (one for WIN-STAR diagnosis program; the other for Feedback file)

2.If CD doesn't run automatically , please click your CD/DVD ROM → "Feedback_F0605" folder → "Installer" folder → setup.exe → to follow its steps to finish all programs installation

Option 2 (Download by internet)

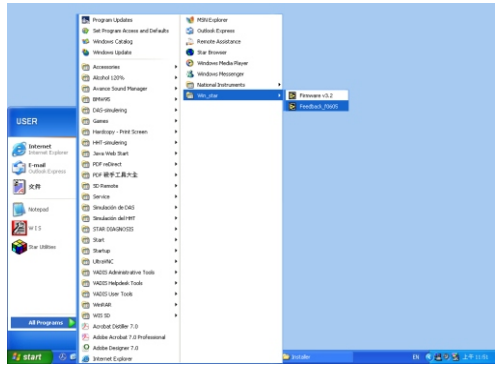
1. Please make a folder named "Feedback" and download Feedback file into this folder from our website (www.icm.com.tw → Downloads)
2. And then, please find "f0605.exe" in "Feedback" folder and unzip it into "Feedback" folder.
3.Please install this file from "Feedback" folder → "Installer" folder → setup.exe → to follow its steps to finish all program installation

Note: You only need to install Feedback file one time and it will record diagnostic vehicle data automatically for possible troubleshooting.

II. Operation Procedure

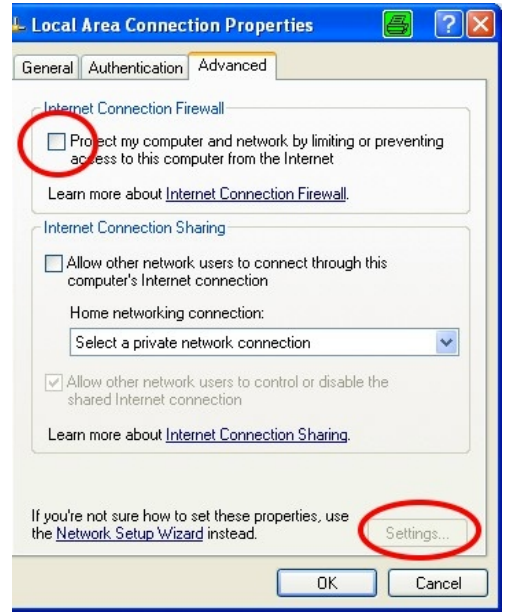
Option 1 (Automatic by e-mail)

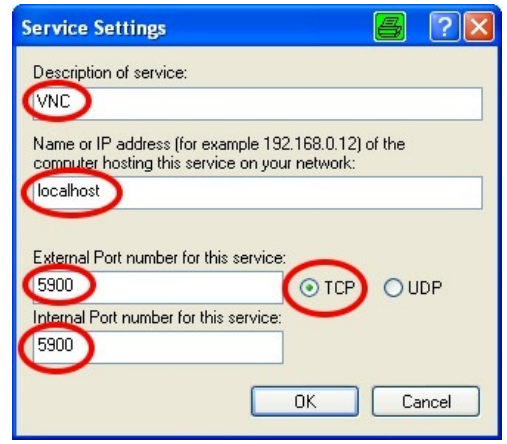
1.To select the vehicle make you need from "Start" Menu → Programs → Win_star → Feedback_f0605



Case III:Operation System with "WINDOW XP SP2" following the server (the client)
Solution:

a. "Start" Menu → Settings → Network connections → Local Area Connection
b. You should find some setting locations are different from WINDOW XP. Please find his information engineer to complete the required check or the same setting as below:


Local Area Connection Properties
General
Authentication
Advanced
Internet Connection Firewall
Protect my computer and network by limiting or preventing access to this computer from the Internet
Learn more about Internet Connection Firewall.
Internet Connection Sharing
Allow other network users to connect through this computer's Internet connection
Home networking connection:
Select a private network connection
Allow other network users to control or disable the shared Internet connection
Learn more about Internet Connection Sharing.
If you're not sure how to set these properties, use the Network Setup Wizard instead.
Settings...
OK
Cancel



3.Still disconnection:
Please confirm the computers of the viewer (the supplier) and server (the client) are both on line when ADRC is ready to run.

Note: Please often change the password of the server (the client) for use to protect its private data security in the internet.

Figure 6
To type in the same data shown at Figure 6 and click “OK”

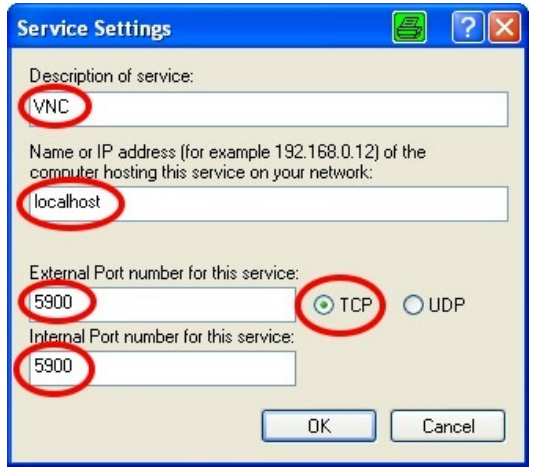


Figure 6

Figure 7
So you will find VNC menu to show up.

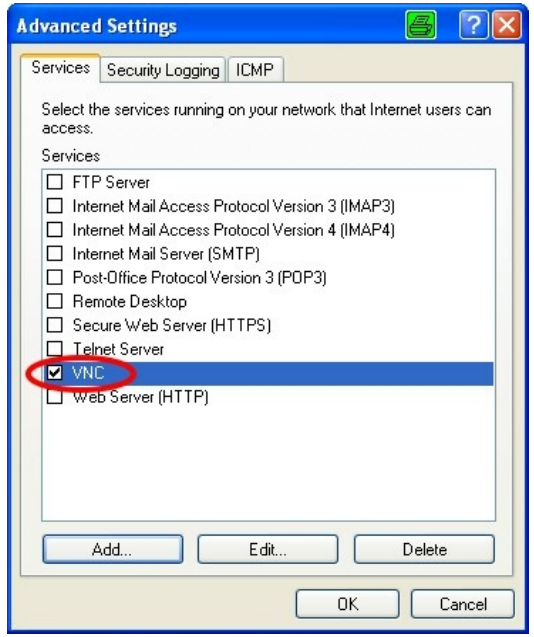
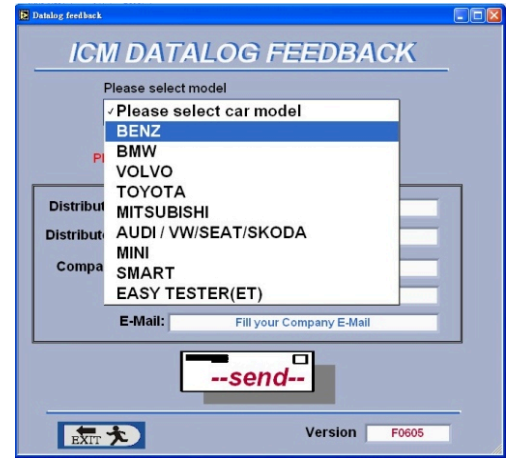


Figure 7

2.Please confirm your internet is connected and e-mail account has been set.
3.After selecting car model and filling in basic data, please click “send” button and the data will be back to us for further analysis.



Option 2 (Manual by e-mail)
Outlook Express for example

If you have trouble at Option 1, you could try Option 2.
1.To create a mail as like figure 1

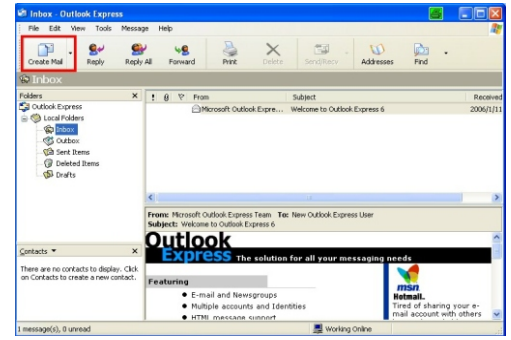


figure 1

2.To key mail account of receiver and mail title (figure 2)

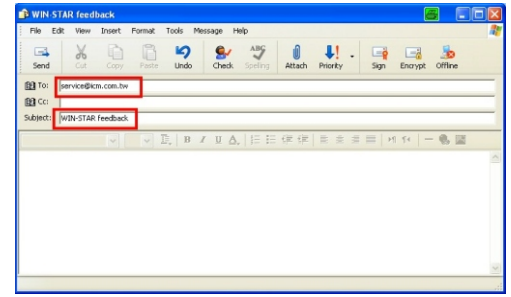


figure 2

3. Please attach the feedback file.

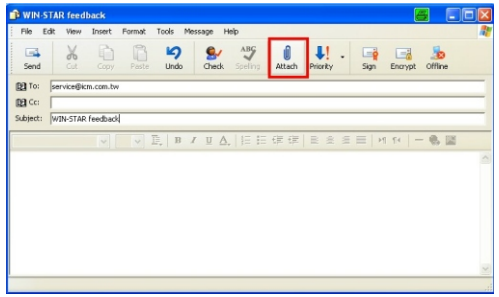


figure 3

4. From My computer → C drive

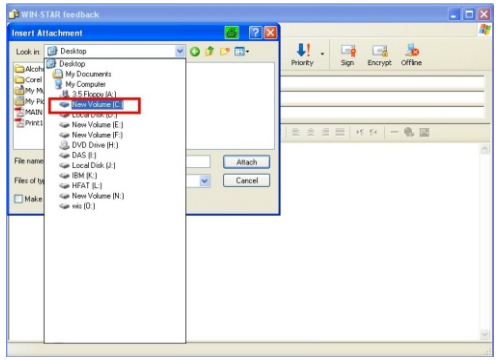


figure 4

5. To select “Win_star” folder

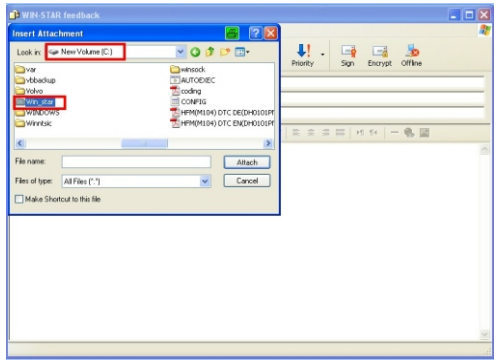


figure 5

Figure 4:
To tick the first circle means the firewall for PC is working so that following setting is necessary.

Local Area Connection Properties
General
Authentication
Advanced
Internet Connection Firewall
Protect my computer and network by limiting or preventing access to this computer from the Internet
Learn more about Internet Connection Firewall.
Internet Connection Sharing
Allow other network users to connect through this computer's Internet connection
Home networking connection:
Select a private network connection
Allow other network users to control or disable the shared Internet connection
Learn more about Internet Connection Sharing.
If you're not sure how to set these properties, use the Network Setup Wizard instead.
Settings...
OK
Cancel

Figure 4

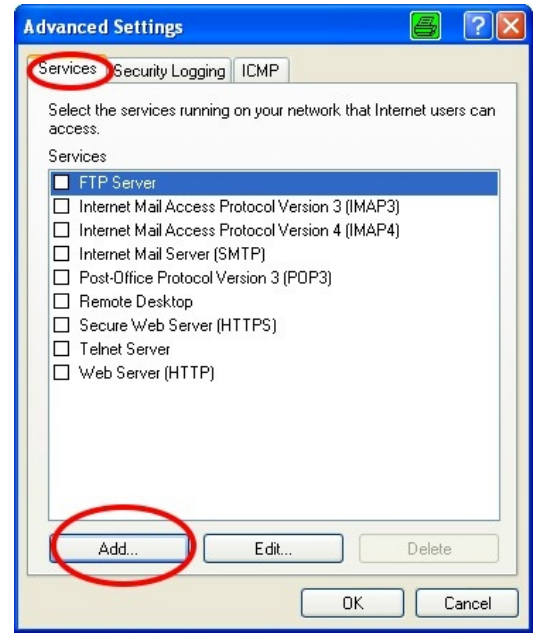


Figure 5

www.icm.com.tw

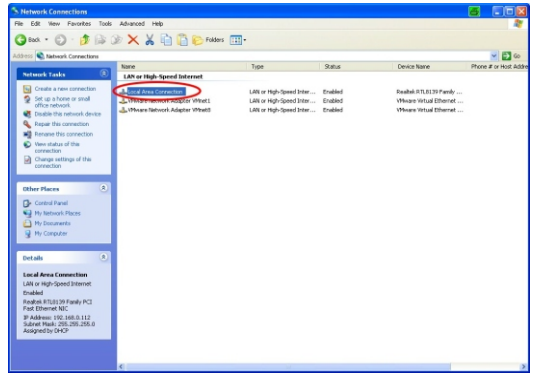


Figure 2

Figure 3:
No tick in this icon means to be fitted to run VNC program without extra setting.

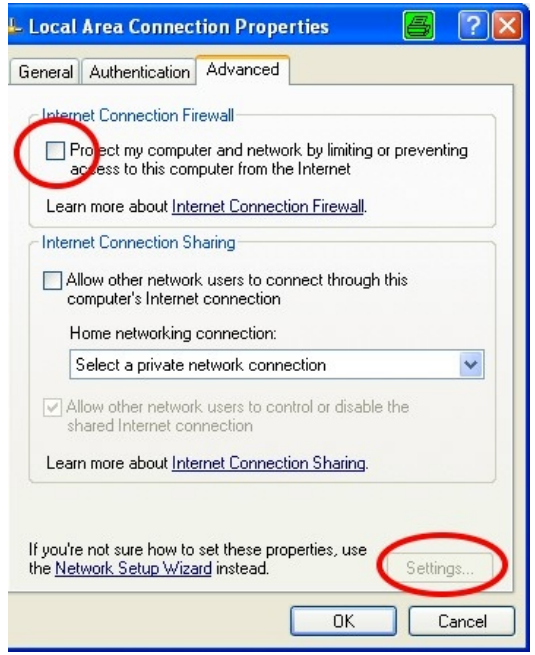

Local Area Connection Properties
General
Authentication
Advanced
Internet Connection Firewall
Protect my computer and network by limiting or preventing access to this computer from the Internet
Learn more about Internet Connection Firewall.
Internet Connection Sharing
Allow other network users to connect through this computer's Internet connection
Home networking connection:
Select a private network connection
Allow other network users to control or disable the shared Internet connection
Learn more about Internet Connection Sharing.
If you're not sure how to set these properties, use the Network Setup Wizard instead.
Settings...
OK
Cancel

Figure 3

6.To select ” Log” folder

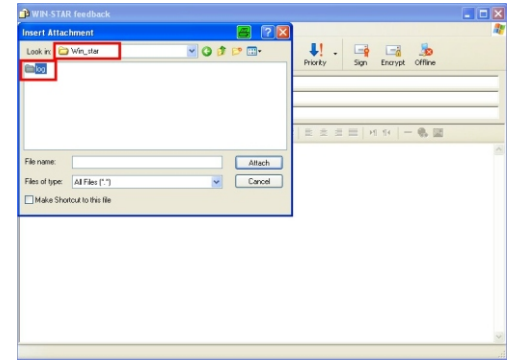


figure 6

7. To select the requested vehicle make
Taking Smart as an example:

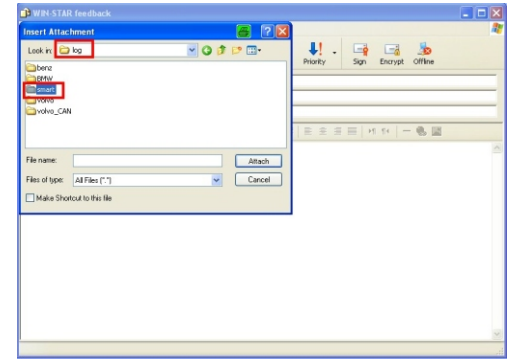


figure 7

8. To select all files

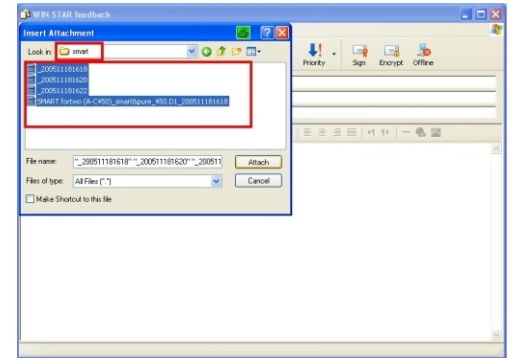


figure 8

www.icm.com.tw

9. To describe your trouble briefly with your basic contact data

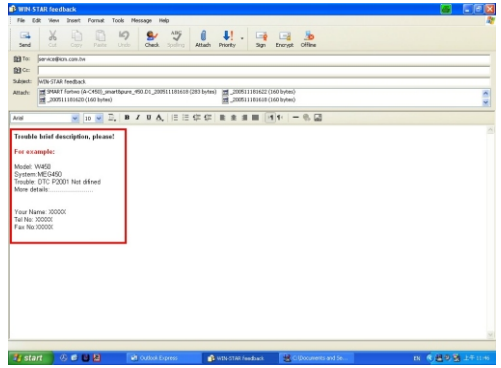


figure 9

10. Please confirm your internet is connected and e-mail account has been set in advance before to send it out.

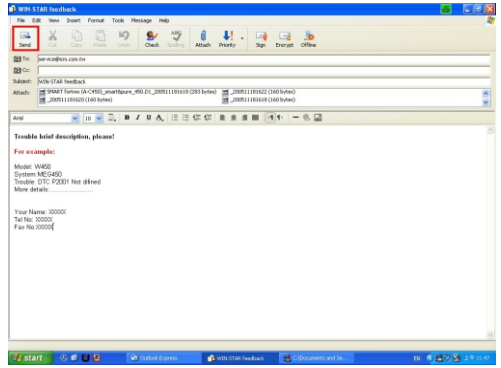


figure 10

Troubleshooting

I. Fail to disconnect ADRC (Automotive Diagnosis by Remote Control)

1.To confirm IP address of VNC server (the client) by three conditions below:
Case I: With the router (NAT) following the server
Solution: The client must find the real IP address. So please surf our website (www.icm.com.tw) and its IP address will show up at down right side of the front page (language menu)

Case II: With modem directly W/O the router following the server
Solution: The client could find IP address each time when he moves the mouse over VNC icon with green "V" letter at the down right side (task bar).
Note: If the client doesn't find VNC icon at this task bar, please open it first from "Start" Menu → Programs→ RealVNC → Run VNC Server

Case III: With the same router (NAT) following the server and viewer
Solution: The client always gets virtual IP address each time when he moves the mouse over VNC icon with green "V" letter at the down right side (task bar).
Note: If the client doesn't find VNC icon at this task bar , please open it first from "Start" Menu → Programs → RealVNC → Run VNC Server

2.To confirm to disable VNC's firewall
Note: Please refer to this website to help you disable your firewall successfully.
Website:http://www.portforward.com/english/routers/port_forwarding/routerindex.htm

Case I: With the router (NAT) following the server
Solution: Finding his information engineer to disable VNC's firewall

Case II: Operation System with "WINDOW XP" following the server

Solution:
a. "Start" Menu → Settings → Network connections → Local Area Connection (Figure 1 & 2)

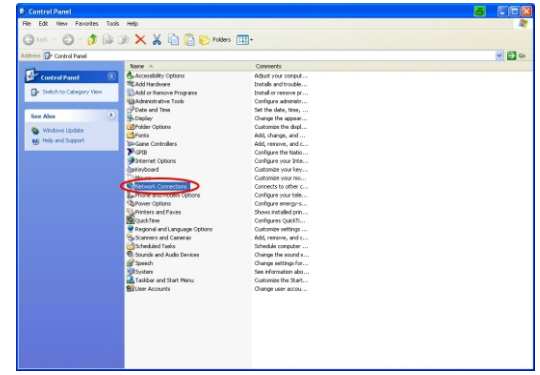


Figure 1

www.icm.com.tw

II. How to run ADRC (Automotive Diagnosis Remote Control) after downloading VNC program?

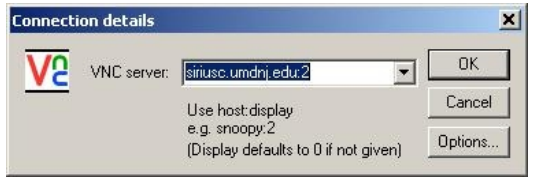
A.To be a viewer (to control the distant PC with WIN-STAR)
1.To contact your server (client) to connect the internet
2.To execute VNC Viewer from Start Menu → Programs as the figure below or by its shortcut:

B. To be a server (to be controlled with his WIN-STAR by distant viewer)
1.To contact your viewer (supplier) to connect the internet
2.To execute VNC Server from Start Menu → Programs as the figure below or by its shortcut:

Continues

In “Connection details”, you are required to type VNC server IP address which displays the vehicle diagnosis trouble.

※ How to know its IP address required when you are ready to control this computer?
Please check Troubleshooting I (P.28).



In the VNC Authentication dialog, enter the password of the client’s computer to control its WIN-STAR or MAGUS diagnosis software running remotely.

Software Installation

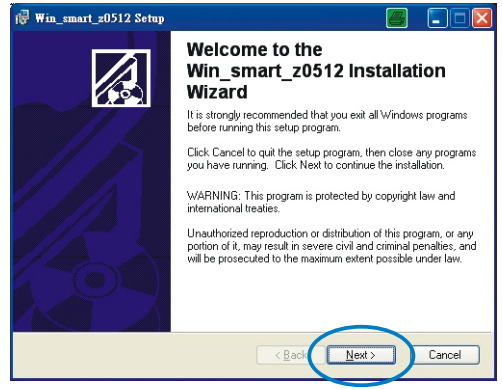
Correct installation process

- This example is based on Windows XP.
- Please follow every step to complete the installation.

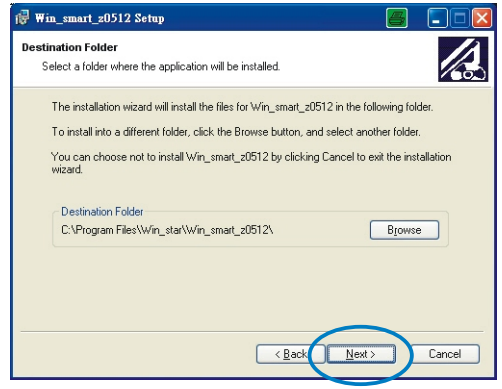
1 Start the computer.

2 Insert WIN-STAR program CD
Installation window pops out.
Click “Next”.

If the installation window does not pop out, click “My Computer” and find “CD drive” - “Installer” folder and select “setup.exe” to execute installation.

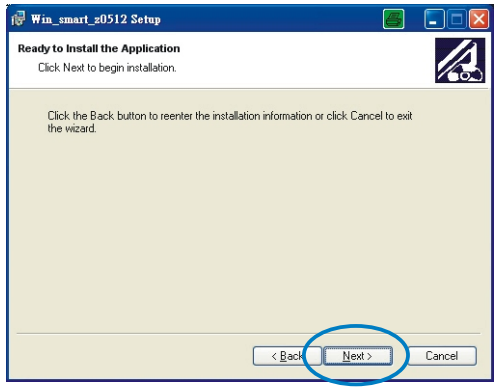

Win_smart_z0512 Setup
Welcome to the Win_smart_z0512 Installation Wizard
It is strongly recommended that you exit all Windows programs before running this setup program.
Click Cancel to quit the setup program, then close any programs you have running. Click Next to continue the installation.
WARNING: This program is protected by copyright law and international treaties.
Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under law.
< Back
Next >
Cancel

3 Choose the destination folder to install files
The recommended path is
C:\Program Files\Win_star
Please click “Next”.


Win_smart_z0512 Setup
Destination Folder
Select a folder where the application will be installed.
The installation wizard will install the files for Win_smart_z0512 in the following folder.
To install into a different folder, click the Browse button, and select another folder.
You can choose not to install Win_smart_z0512 by clicking Cancel to exit the installation wizard.
Destination Folder
C:\Program Files\Win_star\Win_smart_z0512\
Browse
< Back
Next >
Cancel

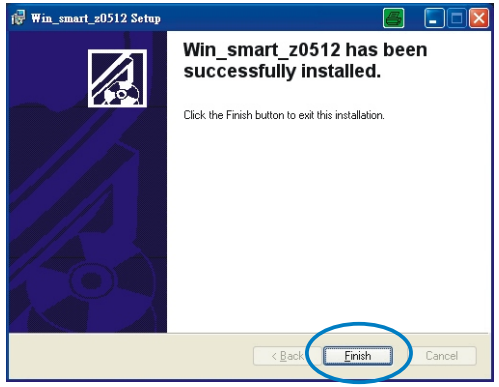
4 Installation confirmation

Please click “Next”.


Win_smart_z0512 Setup
Ready to Install the Application
Click Next to begin installation.
Click the Back button to reenter the installation information or click Cancel to exit the wizard.
< Back
Next >
Cancel

5 Click “Finish” to accomplish the process

The installation is completed and reboot is not required.



Note:
To restart the computer may be necessary.(Figure 8)

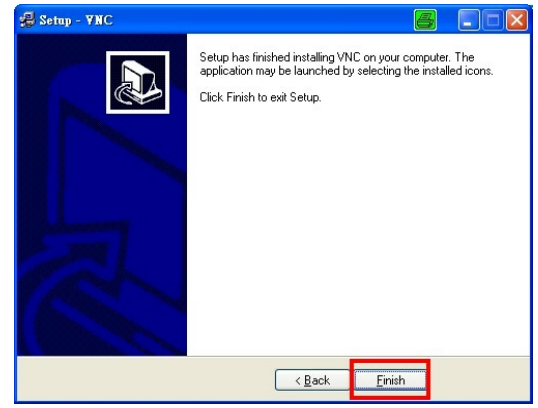

Setup - VNC
Setup has finished installing VNC on your computer. The application may be launched by selecting the installed icons.
Click Finish to exit Setup.
< Back
Finish

Figure 8

After running VNC Server at the first time (from Start Menu → Programs → RealVNC → Run VNC Server), you will be asked to enter a password for VNC as like Figure 9-10.

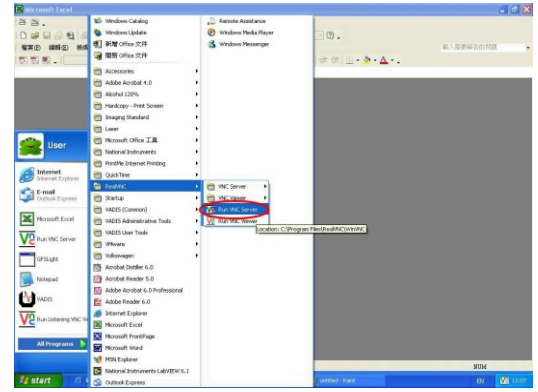


Figure 9

Please type the password you indicate with numbers or letter (Any mark is not allowed).

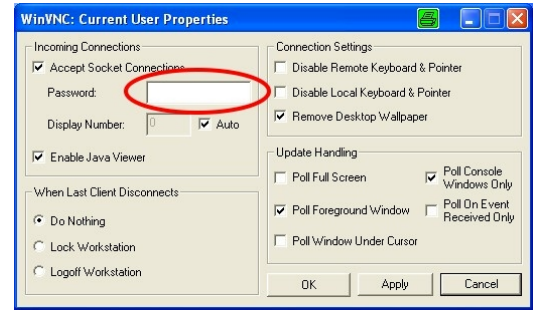


Figure 10

www.icm.com.tw

IMPORTANT STEP - to mark with a tick in the two lower boxes as shown at Figure 5 and click “Next”.

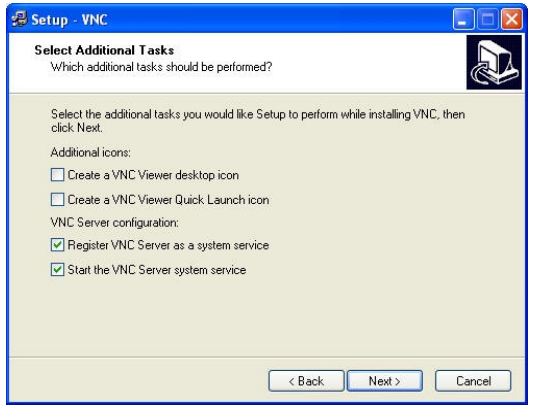

Setup - VNC
Select Additional Tasks
Which additional tasks should be performed?
Select the additional tasks you would like Setup to perform while installing VNC, then click Next.
Additional icons:
Create a VNC Viewer desktop icon
Create a VNC Viewer Quick Launch icon
VNC Server configuration:
Register VNC Server as a system service
Start the VNC Server system service
< Back
Next >
Cancel

Figure 5

Click “Install” as shown at Figure 6

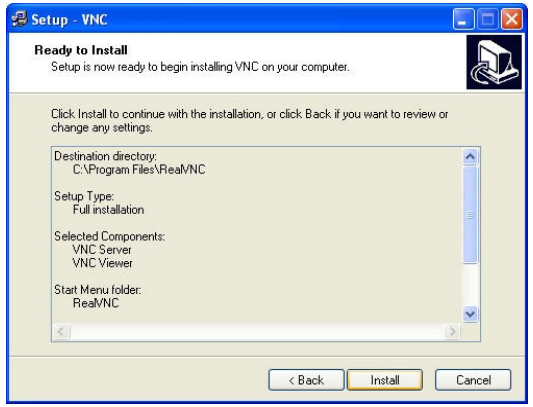


Figure 6

After the program is installed, you will see Figure 7 and click “Next”.

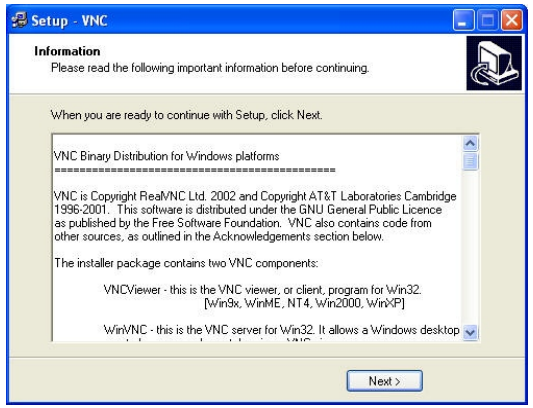

Setup - VNC
Information
Please read the following important information before continuing.
When you are ready to continue with Setup, click Next.
VNC Binary Distribution for Windows platforms
VNC is Copyright RealVNC Ltd. 2002 and Copyright AT&T Laboratories Cambridge 1996-2001. This software is distributed under the GNU General Public Licence as published by the Free Software Foundation. VNC also contains code from other sources, as outlined in the Acknowledgements section below.
The installer package contains two VNC components:
VNCViewer - this is the VNC viewer, or client, program for Win32. [Win9x, WinME, NT4, Win2000, WinXP]
WinVNC - this is the VNC server for Win32. It allows a Windows desktop
Next >

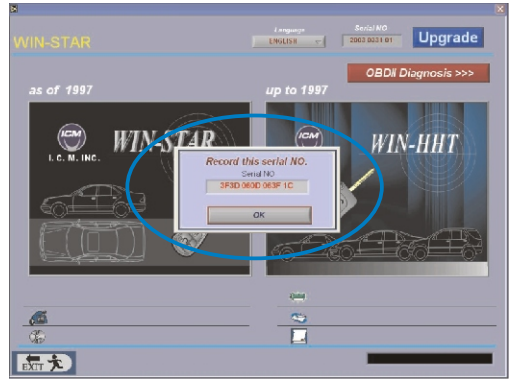
Figure 7

Software activation with activation code

1. Please connect your WIN-STAR with your laptop and the car, and make sure that the power supply light of the multiplexer is on.

2. Taking Benz program as an example:
Start WIN-STAR program (Please be patient that due to graphic-base it will take some time to run the program),and then please follow the procedure below.

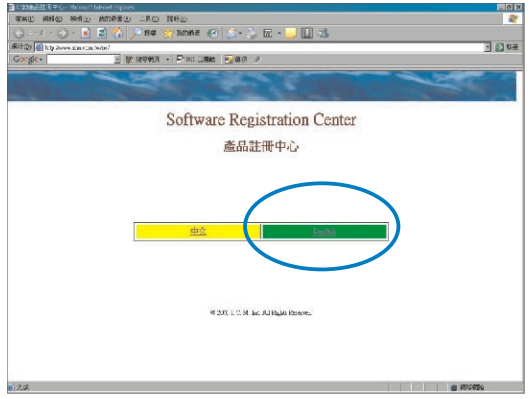
3. After starting the program, the 14 serial No. will show up automatically in the initial screen (as the right picture). Please write down this number and click “OK” button. Then take this number to get the activation code from ICM website.



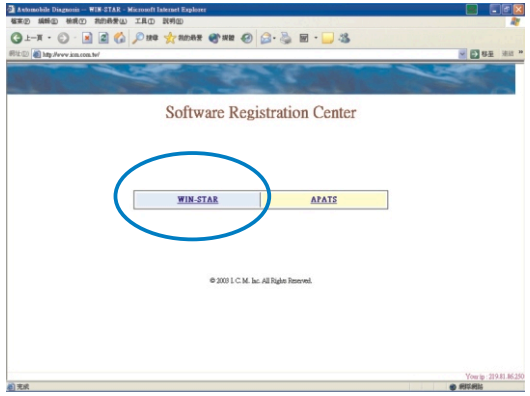
4. Please find some computer allowing Internet surfing to access our website(www.icm.com.tw) Then choose the language you need and enter “Registration”on the upper right button.

www.icm.com.tw

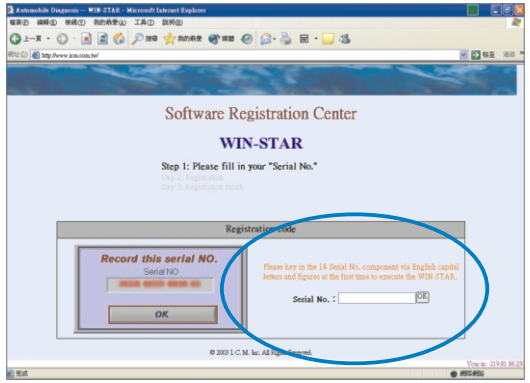
5. And select “English.”



6. Then enter “WIN-STAR.”



7. Please key in 14 serial No. and click “OK” button when this screen appears.



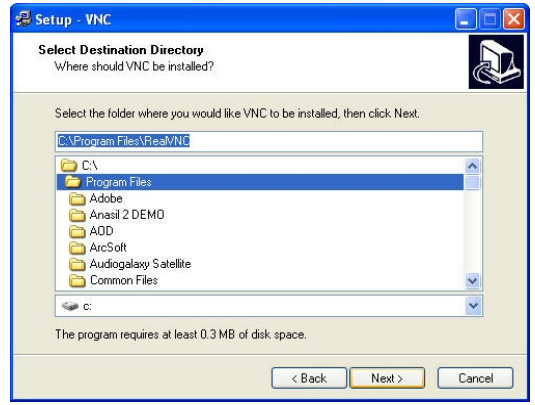


Figure 2

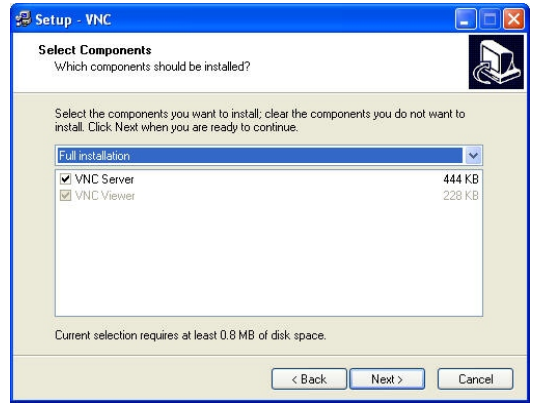

Setup - VNC
Select Components
Which components should be installed?
Select the components you want to install; clear the components you do not want to install. Click Next when you are ready to continue.
Full installation
VNC Server 444 KB
VNC Viewer 228 KB
Current selection requires at least 0.8 MB of disk space.
< Back
Next >
Cancel

Figure 3

Accept the default values shown at Figure 4 and click “Next”.

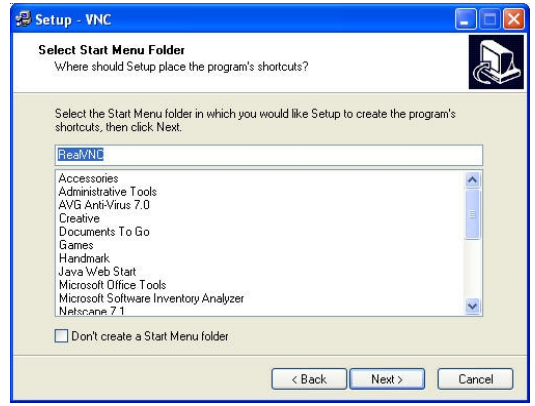


Figure 4

Instruction for ADRC

ADRC (Automotive Diagnosis Remote Control) is a new trend in the global automotive aftermarket and made based on the mechanics' demand. It is an assistance function with that suppliers enable to provide the best and efficient service for their clients by remote control on the network while diagnosing WIN-STAR or MAGUS products on car with repair problems if the suppliers can't go to the client's workshop.

Before accessing ADRC, we need the basic VNC program.

I.How to download and install VNC program?

VNC is a remote control program that can allow one computer on the network to control another computer in other places.

Procedure:

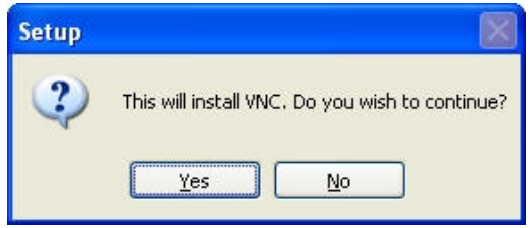
1. VNC must be installed in your computer.

2. A password must be entered each time in order to prevent anonymous access to your computer.

3. The IP address and password assigned to VNC program must be given to the remote administrator.
   How to get VNC Server IP address required?
   Please check Troubleshooting I. (P.28)

4. Where to download?
   Contact I. C. M. Inc. or the supplier
   Please install VNC program (vnc-3.3.7-x86_win32.exe) after downloading ADRC package.

Click "Yes" to begin the installation.
You will see the setup window.



Then click "Next". The following window will display the default location (Figure1~3).

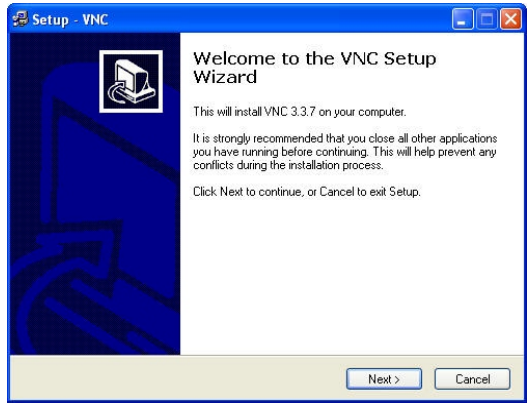
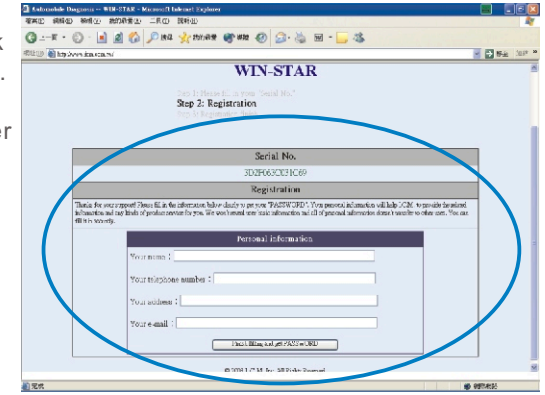
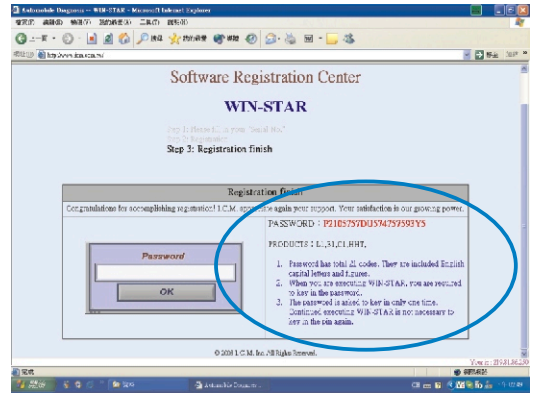

Setup - VNC
Welcome to the VNC Setup Wizard
This will install VNC 3.3.7 on your computer.
It is strongly recommended that you close all other applications you have running before continuing. This will help prevent any conflicts during the installation process.
Click Next to continue, or Cancel to exit Setup.
Next >
Cancel

Figure 1

8. You will be required to fill in your information when to ask for password at the first time. You will not need to do that again unless your multiplexer number (10 codes) is changed.

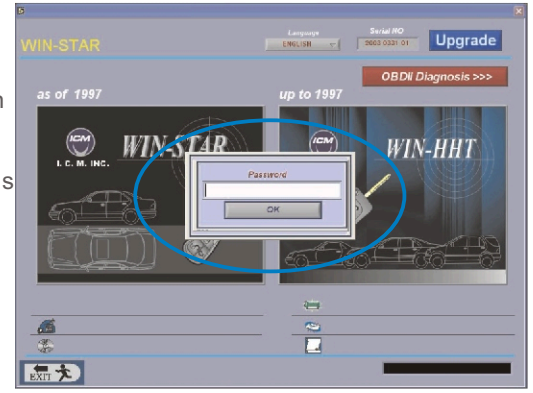


9. This screen will display your activation code, the software you purchase, and important notes.



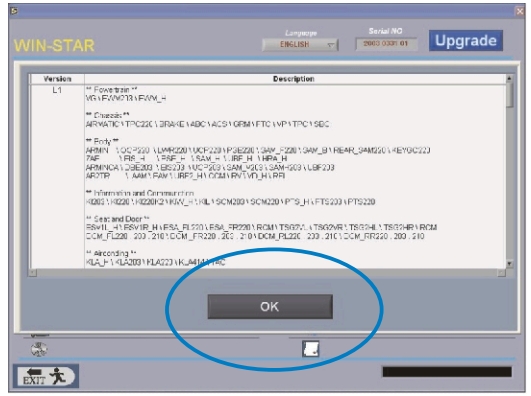
10. Please key in this activation code (21 codes) to your PC with WIN-STAR software and click"OK". When the activation code is correct, it will display the software version and you are allowed to use its diagnosis functions directly.

Note: All letters are capital.



www.icm.com.tw

11. Press “OK.” Then you can enter the program and start to diagnose cars.



After replacing Computer (Laptop or Desktop):
To reinstall WIN-STAR program, you need to connect the multiplexer and the car to request the activation code one more time.
(The WIN-STAR program in the original computer will not be activated any more.)

Software and Hardware/ Firmware upgrade

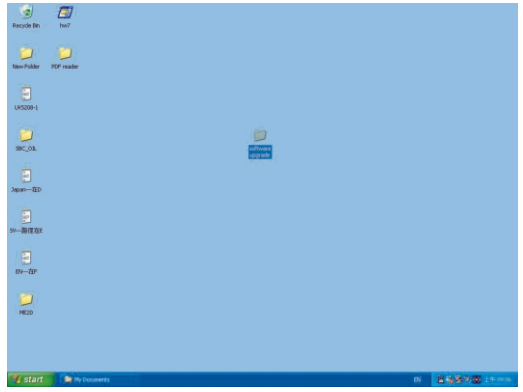
Software upqrade without charge

Note: To remove the older version is not requested.

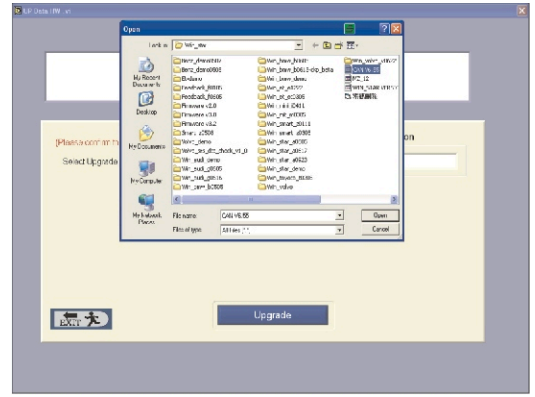
Option 1 (Download by internet — www.icm.com.tw →Downloads → SOFTWARE DOWNLOAD)

1.To make a folder named “software upgrade” for example

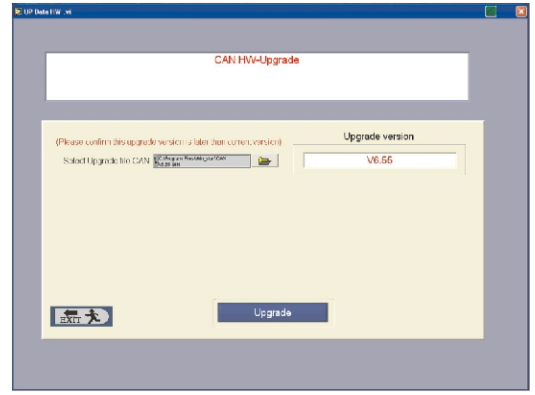
→



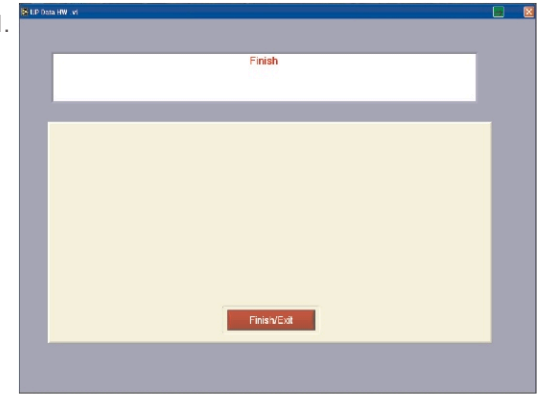
5. To select the update file for upgrade from C:\Program Files \Win_star → CAN V6.56



6. After confirming the upgrade file, please click “Upgrade”



7. Hardware upgrade is completed.

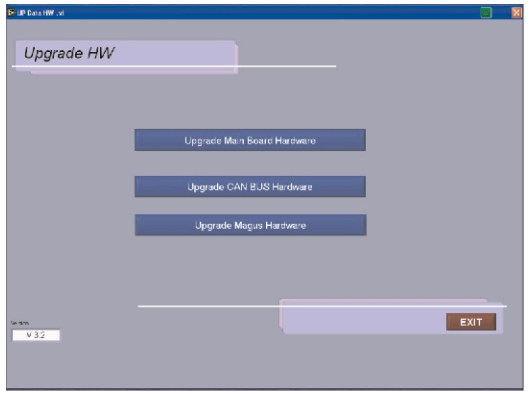


www.icm.com.tw

CAN Board Upgrade:

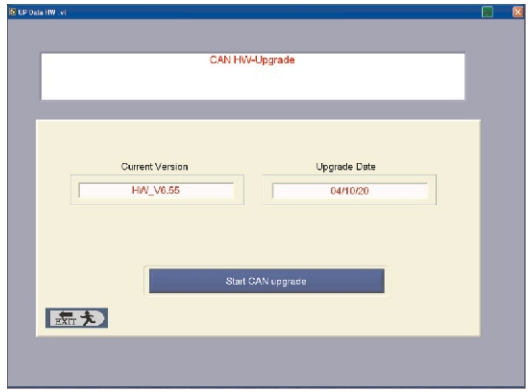
1. Start the upgrade program

Start hardware upgrade program from Start Menu → Programs → Win_star folder → Firmware v3.2

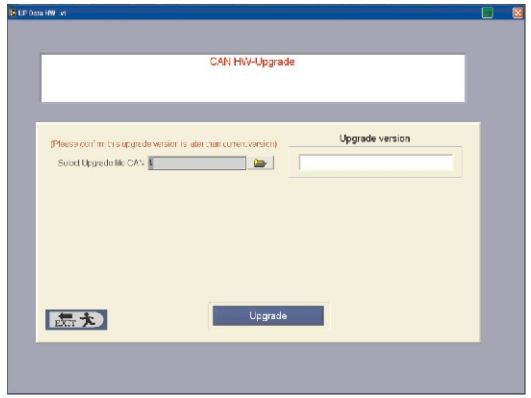


2. Choose “Upgrade CAN BUS Hardware”.

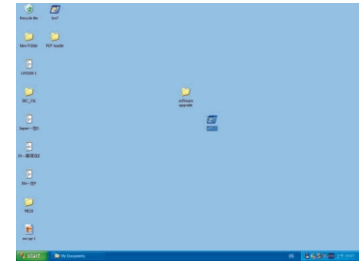
3. This screen displays the current version of your CAN board. To make sure current version is older than the one you are ready to upgrade ,and click “Start CAN upgrade.”



4. Please click the folder to select the upgrade file.

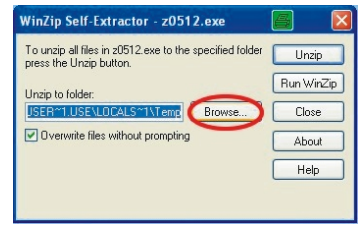


2.To download upgrade software in need to the desktop of your PC



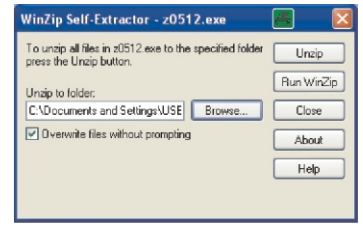
3.To click twice this software at the desktop and unzip it into “software upgrade” folder by “Browse” button

1→

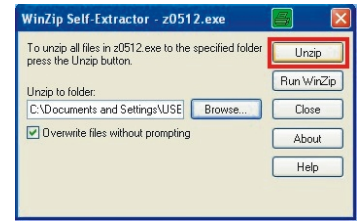


2→

3→



4→

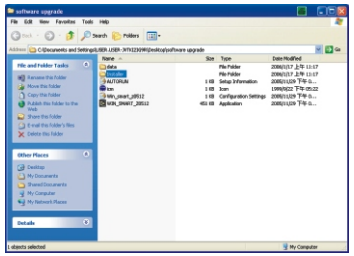


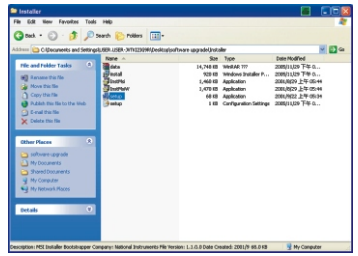
5→

6

www.icm.com.tw

4.To execute upgrade installation from “software upgrade” folder
“Installer” folder → setup.exe →
to complete this installation by its following steps



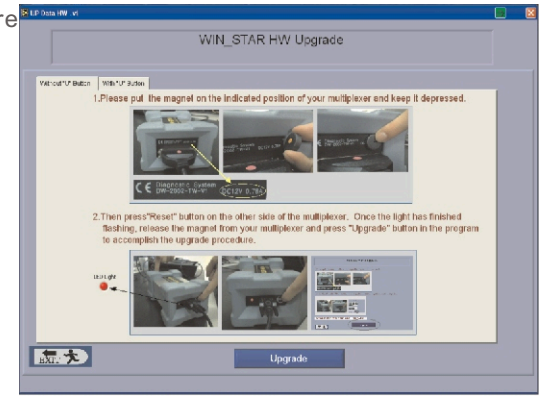


Option 2 (Upgrade by CD disc)
Please follow #4 in Option 1 after inserting the upgrade CD.

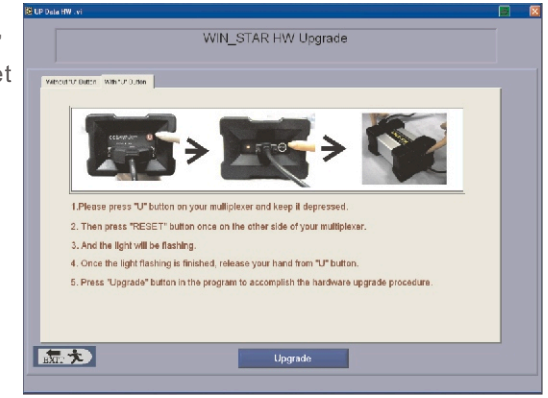
Software upgrade with charge

- WIN-STAR programs can be upgraded by using CD-disc or downloading the program and request the activation code from our website (http://www.Icm.com.tw). Broadband network is suggested.
- To access to the new purchased software, please connect WIN-STAR to the computer with the car and then start WIN-STAR software.
- Then click the “UPGRADE” button on your upper right side
- Input “5577691” in the small pop out window and another 14 serial No. will come out. After this procedure, please refer to “software activation with activation code(P10) to execute purchased software upgrade

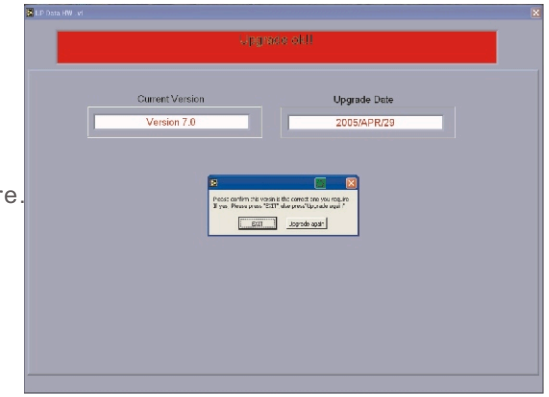
7. Now, please follow the procedure in the program to execute the hardware upgrade.


WIN_STAR HW Upgrade
1.Please put the magnet on the indicated position of your multiplexer and keep it depressed.
2.Then press"Reset" button on the other side of the multiplexer. Once the light has finished flashing, release the magnet from your multiplexer and press "Upgrade" button in the program to accomplish the upgrade procedure.
Upgrade

8. Please note that the new multiplexer is designed with “U” button instead of putting magnet on it and the procedure is as same as the program description.

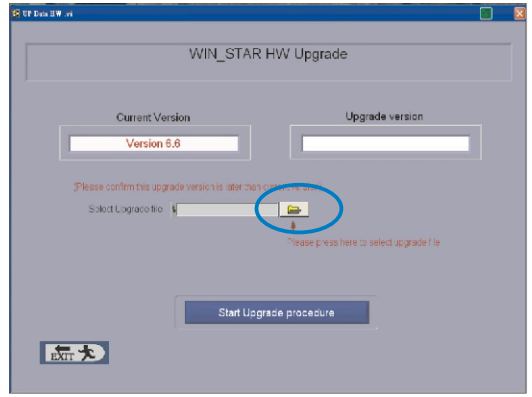

WIN_STAR HW Upgrade
1.Please press "U" button on your multiplexer and keep it depressed.
2. Then press "RESET" button once on the other side of your multiplexer.
3. And the light will be flashing.
4. Once the light flashing is finished, release your hand from "U" button.
5. Press "Upgrade" button in the program to accomplish the hardware upgrade procedure.
Upgrade

9. Finally, please check again if your hardware is upgraded successfully. If yes, please select “EXIT” and close the program. If not, please select “Upgrade again” to re-execute the hardware upgrade procedure.

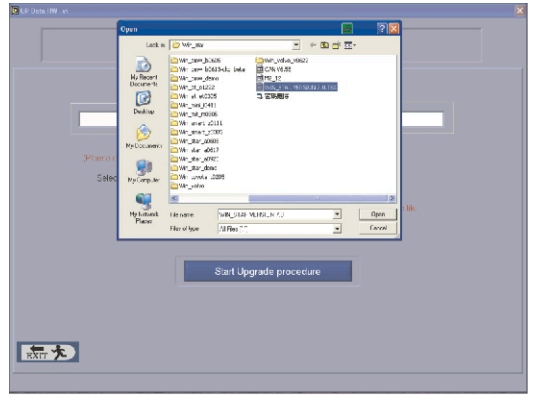


www.icm.com.tw

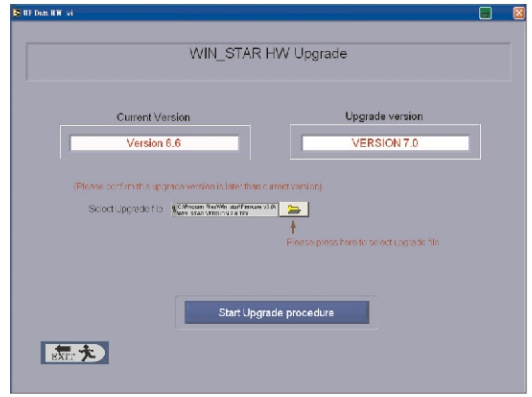
4. Please click the folder to select the upgrade file.



5. To select the update file for upgrade from C:\Program Files\Win_star→ “Win_star VERSION 7.0 TEX”



6. After confirming the upgrade file, please click “Start upgrade procedure”.



Hardware / Firmware upgrade

To upgrade the software with new diagnosis systems, the hardware upgrade is required sometimes.

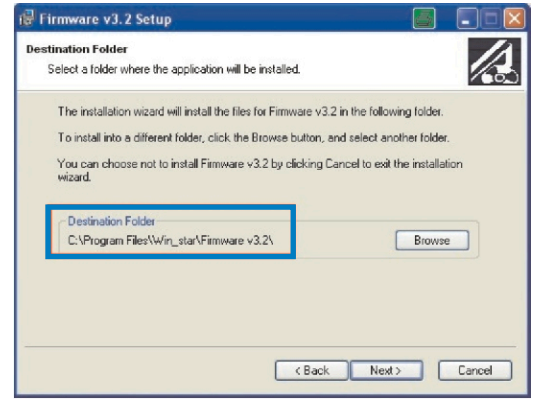
Installation Procedure of WIN-STAR Firmware

Procedure I (To install the main program):
Taking Firmware v3.2 as an example:

Option 1 (CD disc) :

1.Place the firmware upgrade disc into your CD-ROM (or DVD-ROM) drive.
2.The autorun function will start up the program.
3.If it doesn't run automatically, please follow the procedure as below :
To execute your CD ROM or DVD-ROM drive → “Installer” folder → “setup.exe” to complete the installation.

Note: Please confirm installation destination is C:\Program Files\Win_star\ Firmware v3.2\


Firmware v3.2 Setup
Destination Folder
Select a folder where the application will be installed.
The installation wizard will install the files for Firmware v3.2 in the following folder.
To install into a different folder, click the Browse button, and select another folder.
You can choose not to install Firmware v3.2 by clicking Cancel to exit the installation wizard.
Destination Folder
C:\Program Files\Win_star\Firmware v3.2\
Browse
< Back
Next >
Cancel

Option 2 (Download by internet)

1.Please add a folder “Firmware” at the desktop of your PC.
2.To download “Firmware” main program from our website (www.icm.com.tw → Downloads →FIRMWARE DOWNLOAD) and unzip into “Firmware” folder.
3.Please accomplish installation from “Firmware” folder→ “Installer” folder→ “setup.exe” .

Note: Please confirm installation destination is C:\Program Files\Win_star\ Firmware v3.2\

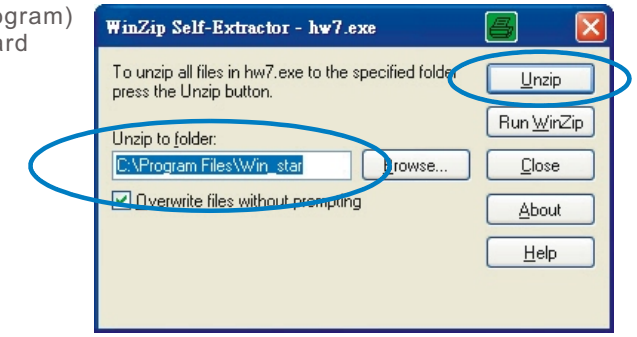
www.icm.com.tw

Procedure II (To download and execute the upgrade file you request, for example: Main board for WIN-STAR/E-21 or CAN board for Mercedes-Benz)

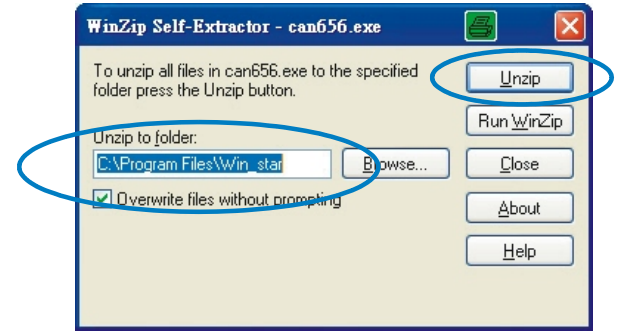
1.Please download the sub-program requested from our website (www.icm.com.tw → Downloads → FIRMWARE DOWNLOAD) into "Firmware" folder you made.

2.To unzip this sub-program from "Firmware" folder and confirm its destination is C:\Program Files\Win_star (default)

Example 1: hw7.exe (sub-program) for WIN-STAR/E-21 Main board



Example 2: can656.exe (sub-program) for WIN-STAR/ Mercedes-Benz CAN board

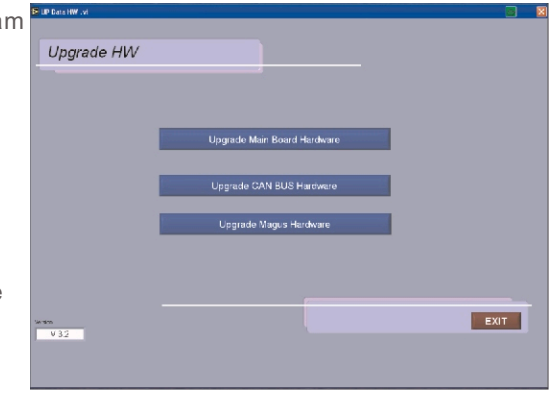


Upgrade Procedure of WIN-STAR Firmware

It can be divided in two: Main board and Mercedes-Benz CAN board upgrade.

Main Board upgrade:

1. Start hardware upgrade program from Start Menu → Programs → Win_star folder → Firmware v3.2



2. Choose "Upgrade Main Board Hardware" to execute firmware upgrade of the main board.

3. This screen displays the current version of your multiplexer. If you confirm this version is older than the one you are ready to upgrade, please click "Start WIN_STAR HW upgrade".